

## Article - General Provisions

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§4-1A-06.

(a) Except as provided in subsection (c) of this section, on receipt of a written complaint, the Board promptly shall:

(1) send the complaint to the custodian identified in the complaint;  
and

(2) request that a response to the complaint be sent to the Board.

(b) (1) The custodian shall file a written response to the complaint within 15 days after the custodian receives the complaint.

(2) On request of the Board, the custodian shall include with its written response to the complaint the basis for the fee that was charged.

(c) If a written response is not received within 45 days after the notice is sent, the Board shall decide the case on the facts before the Board.

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